



JOB DESCRIPTION

Title: **OFFICE ADMINISTRATOR SUPERVISOR**
Department: City-Wide
Class Code: 6020
FLSA Status: Non-Exempt
Effective Date: June 1, 2009
Grade Number: 17

GENERAL PURPOSE

Under general supervision of a department/division head performs specialized, complex and confidential administrative duties requiring the exercise of independent judgement; plans and oversees the administrative functions to include budget preparation, monitoring payroll, purchasing and technical support.

EXAMPLE OF DUTIES Any one position may not include all of the duties listed, nor do the listed examples include all duties which may be found in positions of this class. Must meet seven of the nine following duties to qualify at this level as determined by the Department Head.

- *-- Uses appropriate software applicable to the department; answers questions from others regarding software programs; determines which software programs the department will use.
- *-- Creates and monitors departmental budgets; monitors existing budget expenditures in relation to available budget dollars; aids in major departmental purchases; provides data entry related to payroll.
- *-- Listens and responds to escalated customer concerns and provides well thought out solutions to problems; does public relations for the City; focuses on difficult and complex issues requiring tact and patience.
- *-- Provides in-depth and comprehensive investigation, research, analysis and resolutions based on data.
- *-- Maintains confidentiality; sets the office demeanor and culture and is frequently consulted for opinions on major issues within the department.
- *-- Plans and coordinates internal and external community events; coordinates resources such as staffing and budget.

- *-- Handles customer concerns needing specific and detailed information; is the end of the line for escalated issues.
- *-- Represents the City or department at community meetings; serves on various boards at the request of the department or division head; assists in delivering presentations; interprets and explains complex policy to the public; analyzes processes for efficiency; revises processes or creates filing systems for increased efficiency after evaluation and study; utilizes investigative skills in resolving issues.
- *-- Is recognized as the office and process expert and is frequently consulted by others in the department; writes and edits complex reports and documents of a technical nature; maintains an in-depth understanding of own department resources as well as other department and community resources and provides information regarding these resources.
- Performs related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience

- Associates degree and four (4) years office administrative experience or an equivalent combination of education and experience.

Supervisory Requirement

- Supervises fully to include hiring staff, providing training, disciplining, and providing feedback through performance appraisal or other formal means.

Necessary Knowledge, Skills and Abilities

- Knowledge of supervisory techniques.
- Expert knowledge of office practices and procedures; in-depth knowledge of the proper use of grammar, punctuation and spelling; expert knowledge of the department and the functions it performs.
- Skill in using telephone, computer, fax machine, copier and other general office equipment.
- Ability to use Word, Word Perfect, PowerPoint, Excel or any other software applicable to the organization.
- Ability to prioritize and plan work daily.

- Ability to type data entry quickly and accurately.
- Ability to communicate both verbally and in writing; ability to create effective working relationships with employees and the public and to maintain confidentiality.

TOOLS & EQUIPMENT USED

- Personal computer, including word processing, spreadsheet and database software; phone; copy and fax machine, and other equipment pertaining to this position.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit and talk or hear; use hands to finger, handle, or operate objects, tools or controls; and reach with hands and arms. The employee is occasionally required to walk.
- The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office setting. The noise level in the work environment is usually quiet.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____

*Essential functions of the job.